



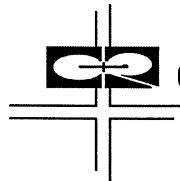
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of Transportation

Federal Highway
Administration

RELOCATION RETROSPECTIVE STUDY

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research and presentation by:



O. R. COLAN ASSOCIATES, INC.

TABLE OF CONTENTS

INTRODUCTION	1
A. Literature Review	1
B. Methodology	4
1. Selection of States and Survey Sites	4
2. Questionnaires	5
FINDINGS	7
A. Residential Displacees: Owners	7
1. Discussion Issues	7
a. Increased Real Estate Taxes	
b. Increased Utility Costs	
c. Lack of Pertinent Advisory Services	
d. Need for a Minimum Rent-free Period	
2. Residential Owners - Program Alternatives	9
a. Reimbursement of Increased Taxes	
b. Reimbursement of Increased Utility Costs	
c. Redirect Emphasis of Advisory Services More Towards the Need of the	
d. Minimum Rent-free Periods	
B. Residential Displacees: Tenants	10
1. Discussion Issues	11
a. Large Payments	
b. The Thirty Percent Rule	
c. Lack of Use of Alternatives	
d. Subsequent Occupants	
e. Using Comparability as the Standard for Last Resort Computations	
f. Encourage the Use of Downpayments	
g. Advisory Assistance	
2. Tenant Occupants: Program Alternatives	15
a. Abandon or Modify Thirty Percent Rule	
b. Encourage States to Plan for Low Income Displacements	
c. Encourage States to Avoid Subsequent Occupants	
d. Use of a Decent, Safe and Sanitary Standard as Opposed to Comparability	
C. Businesses	16
1. Discussion Issues	16
a. Reestablishment Expenses	
b. Search Expenses	
c. Advisory Assistance	
2. Businesses: Possible Alternatives	18
a. Change Reestablishment Payment Procedures	
i. Increase Reestablishment Payment Cap	
ii. Pay for code required improvements in a separate, uncapped category	
and retain the \$10,000 cap for all other reestablishment eligibility.	
b. Redefine Code-required Improvements as Moving Costs and Retain Present	
Reestablishment Payments	
c. Simplify the Claim Process for Searching Expense Reimbursement	
d. Improve Advisory Assistance Available to Displaced Businesses	
RECOMMENDATIONS	21
A. Residential Displacees - Owners	21
B. Residential Displacees - Tenants	21
C. Business Displacements	21

INTRODUCTION

The Federal Highway Administration contracted with **O.R. Colan Associates, Inc.** in **1995** to carry out a post relocation study of all types of **displacees** in various parts of the country. The purpose of the study was to review current policy and practices to identify areas in the Uniform Relocation Assistance and Real Property Acquisition Policies Act of **1970** and the Surface Transportation and Uniform Relocation Assistance Act **1987 (STURAA)** which might require change or review. The three areas of relocation under study were businesses, residential owners and residential tenants. The results would provide justification for future legislation, changes in the regulations, or a basis for changes in policy and/or additional policy guidance.

Some of the specific concerns of the study were to discover if **displacees** were adequately compensated for relocation costs, if they felt they were treated fairly and if they received the advisory services they required. In general **displacees** felt they had been treated fairly although there were discrepancies in both relocation claims and advisory services that could be improved or remedied. Residential owners and tenants would benefit from modifications in the type of advisory services they receive but overall, appear to be well served monetarily. Business owners, on the other hand, could use more financial assistance than is currently provided.

The following report is based on interviews with **39** residential owners, **34** residential tenants and **88** business owners. A total of **161 displacees** were interviewed by 4 researchers over a period of six months and provide a sample of **displacee's** experiences in various parts of the United States. The report will discuss the findings and results of interviews with residential owners, tenant and business **displacees**. The data is derived primarily from the interviews carried out for the purposes of this study. However, additional material has been incorporated from a recent study of displaced tenants from two mobile home parks (**Sugg, 1996**).

The report will begin with a brief review of the literature on relocation in the United States. This will be followed by three sections which will look at the three types of **displacees** under discussion. Each chapter will contain a summary of recommendations.

A. Literature Review

Relocation in the United States has generated a fairly large body of literature. A look at publication dates reveals that articles were written either before the Uniform Relocation Act of **1970** and provided recommendations for legislation, or they were written after **1970** and served as an evaluation of the Act (see Bibliography, Appendix 1).

Research prior to the Act looked at the uncompensated financial and emotional costs to **displacees**. The result of this research was the Uniform Act, which attempted to provide

displacees with decent, safe, and sanitary housing at an affordable cost and to provide the necessary assistance to make relocation as easy as possible. Following the implementation of the Act, researchers continued to study the effects of relocation in order to assess its effectiveness. By and large the objectives of the Act were met. Evidence for this lies in the fact that very little was written after **1980**. Once the pressing need for legislative reform was met, there was no longer the same urgency or need to reveal the plight of **displacees**.

Prior to the Act, a study was carried out by the District of Columbia Redevelopment Land Agency in conjunction with its role as a public urban renewal agency (**1964:6**). After relocating approximately **1,100** people, the agency determined that while the housing needs of these people had been met, their social needs had not been addressed (**D.C. RLA 1964:6**).

The types of social needs that concerned the **RLA** were psychological stress of relocation, disruption of social systems, and financial hardship (**1964:8**). In conjunction with local social service agencies the **RLA** developed a seven component program with two main emphases. The first was the identification of social service needs and **displacee** referral to the appropriate agency. The second involved education (**1964:19**). Educational programs have been recommended from these earliest studies to the present, yet they have never been legislated and therefore have not been provided.

Studies carried out during this period also tended to look at the impact on communities fragmented by urban renewal and the psychological hardships associated with relocation (**Gans 1959**; Fried and **Gleicher 1961**; Fried **1963** and **1967**; **Heller 1982**; **Greenbaum 1985:285-287**). In the frequently cited article "Grieving for a Lost Home", Marc Fried describes residents' grief several years after relocation from Boston's West End (**1963**). He attributes their feelings to a working class attachment to a "**specificplace**" which represents a sense of belonging and home (Fried **1963:157**). Deprived of familiar places and a community made up of people like themselves these residents feel adrift (Fried **1963:168-169**). "Since, most notably in the working class, effective relationships with others are dependent upon a continuing sense of common group identity, the experience of loss and disruption of these affiliations is intense and frequently irrevocable" (Fried **1963:157**).

Other studies have attempted to measure the consequences of relocation in more tangible terms such as the financial consequences to **displacees**. **Hartman** also looked at changes in housing two years after relocation (**1964**). He assessed conditions of replacement housing to determine if families had indeed improved their living situation. His findings indicated that **displacees** fared poorly two years later. As an early researcher he contributed to changes resulting in the Act.

A more recent account by William **Rohe** and Scott **Mouw** describes how a community in North Carolina called the Crest Street neighborhood united against plans to acquire their homes for an expressway (**1991**). The result was that the expressway was rerouted around their neighborhoods. The authorities decided to leave the community intact and instead renovated homes and improved the infrastructure. Anthropologist **E. Friedman** carried out a study of the neighborhood which “proved crucial in the neighborhood’s fight against the expressway.” (**Rohe and Mouw 1991:60**) Friedman revealed the strong bonds of friends and family in a very stable community that would be destroyed with the intrusion of the expressway (**Rohe and Mouw 1991**).

Some agencies, such as state departments of transportation, have conducted their own research. For example, the Mississippi Department of Transportation compiled a series of before and after pictures of a project in Franklin County (**1970**). Michael **Perfater** and Gary Allen have made significant contributions in their work for the Virginia Highway Research Council. Apart from an earlier work which **Perfater** carried out on his own (**1972**), he has completed three studies on various aspects of displacement in Virginia **displacees** (**1976; 1978; 1987**) with Gary Allen.

Perfater's early piece found **relocatees** generally pleased with the program in terms of payments received, treatment by staff, and satisfaction with their new home (**1972:ix-x**). He also found that the social and **financial** aspects of relocation were not as negative as others had reported (**1972-x**). The three other works carried out by **Perfater** and Allen examined tenant mobility after relocation (**1978**) and the effectiveness of the Uniform Relocation Act of **1970** (**1976; 1987**). Their work is also important because they postdate the Act and examine essentially the same population over time and from varying perspectives.

The most recent research on residential tenant relocation was conducted by Catherine **Sugg** (**1996**). This was a post-relocation study of approximately **85** families living in two mobile home parks. The study sought to assess the consequences of relocation for these families, evaluate the relocation program’s effectiveness and provide recommendations for improving the program. Many of the findings in that research have been incorporated into this report.

B. Methodology

1. Selection of States and Survey Sites

States were selected in an attempt to cover a broad geographical area and on an agencies' willingness to participate in the study. States that participated in the study were New York, California, Illinois, Louisiana, Florida, Delaware, Missouri, Wisconsin and Virginia. In addition to these agencies, the Dallas Area Rapid Transit (DART) was included because it provides an example of a non-highway relocation project. Wisconsin and Delaware were of special interest because both states exceeded federal maximums on selected payments. Delaware allows claims for reestablishment expenses (designated as a replacement payment) up to **\$22,500**, and Wisconsin allows up to **\$50,000** for certain business replacement payments.

Over a period of one year, each state agency was visited by one of four interviewers. Researchers chose parcels for interviewing from a group selected by the agency. The primary selection criteria were that **displacees** had been relocated at least one year prior to the survey and that parcels include a representative sample of residential and business **displacees**.

It should be noted that the group of parcels reviewed in this report is not a true "random sample", as defined in statistical work. Since the sample is not random, the use of percentages in this report should be viewed as representing general tendencies rather than a precise statistical values.

Once **displacees** were selected the interviewer attempted to make contact and arrange to conduct a face to face interview. In some cases it was not possible to meet with the **displacee** and the interview was carried out over the telephone. In other cases the **displacee** could not be reached because they had either moved or they were not available. In this case, a secondary source of information was sought, e.g., the **ex-**landlord of a tenant that had moved, etc.

By state, the number of respondents were:

STATE	RELOCATION CASES REVIEWED	DISPLACEES PERSONALLY INTERVIEWED	FOLLOW UP INFORMATION FROM OTHER SOURCES	NO PERSONAL CONTACT MADE
California	50	26	13	11
Florida	64	44	7	13
Wisconsin	6	6	0	0
New York	35	19	5	11
Illinois	8	6	0	2
Virginia	29	18	6	5
Missouri	23	6	3	14
Delaware	9	5	0	4
Louisiana	23	20	0	3
DART	20	11	1	8
TOTAL	267	161	35	71

2. Questionnaires

Questionnaires (see Appendix 2) were designed to obtain information on several levels. First, were **displacees** incurring out of pocket expenses as a **result** of being displaced? If so, what types of costs were they incurring?

The second level of questioning was aimed at determining whether agencies were offering relocation assistance, what types of assistance were offered and whether **displacees** were availing themselves of this assistance. Other questions attempted to assess **displacees'** satisfaction with the program in terms of whether they felt they had been treated fairly and had been given sufficient time to relocate. There were variations between the questions asked of residential tenants, owners and businesses.

Residential **displacees** were asked if they had significantly upgraded their housing. In the case of homeowners, increases in taxes and utilities were noted. Residential tenants were of special interest because rent supplements can be substantial. Tenants were asked if they received their rent supplement as a lump sum or in installments, and whether they spent the rent supplement on housing.

Further, tenants were asked how they thought they would manage once the ~~42-month~~ rent supplement period had expired. Finally, tenants were of interest because they have to decide whether to rent or purchase upon relocating. By contrast, owners generally remain property owners when they relocate.

Questions asked of business **displacees** were designed to determine whether expenses incurred were adequately covered. Specifically, was **\$10,000** for reestablishment expenses sufficient? If not, what types of expenses were not covered? Similarly, was the **\$1,000** search cost allowance covering the amount claimed by a business.

The following section discusses the results from the interviews. Residential **displacees** will be discussed first followed by businesses. Recommendations for each group will follow the presentation of results.

FINDINGS

There are two primary groups of residential **displacees**. These are owner-occupants, either long or short term, and tenant-occupants, either long-term or less than **90-day**. Residential **displacees** comprise the largest segment of displacement in most state programs.

In the case of owner occupants, the study attempted to identify weaknesses of the existing program and also inquired as to any costs that **displacees** incurred that were not reimbursed. Issues raised and identified unreimbursed costs are further discussed below.

For tenant-occupants, the study examined the issue of payments in excess of **\$5,250**, so-called “superpayments” or last resort payments. **FHWA** and each of the sample states identified this area as problematic.

A. Residential Displacees: Owners

Overall, owners were pleased with the program, however four areas emerged where displaced owners suggested changes. These were costs for increased real estate taxes, costs for increased utility payments, provision of advisory services other than locating replacement property, and setting a minimum rent-free period (for those displacing agencies that charge rent). Each of the suggestions provided through interviews with **displacees** are discussed below. State personnel and **FHWA** division personnel agreed that the program as it relates to displaced owner occupants was fair and operated effectively. There were no major identified difficulties with payments to owners.

1. D I S C U S S I O N I S S U E S

a. Increased Real Estate Taxes

Real estate taxes are typically based on the value of the real estate. For example, if a family lives in a **\$50,000** dwelling and relocates to a **\$60,000** dwelling, mathematically, the taxes rise by **20%**. In this example, a **\$10,000** replacement housing purchase differential would lead to a **20%** increase in taxes. However, the impact may not be a pure mathematical process, given the variances in assessed valuation and exemptions, e.g., Florida’s homestead exemption.

The average increase reported by **displacees** in the study was **\$484**. This was judged to be a significant increase. However, it was not determined if this increase occurred by an election of the **displacee** (e.g., a decision to purchase

a replacement in an area with a higher tax rate), or by other, unavoidable circumstances. Further, since the study was not a true random sample, there may be sampling error. However, it is reasonable to assume some tax increase does occur as a result of a replacement housing payment.

b. Increased Utility Costs

Utilities are generally considered a part of housing cost. Present regulations include a consideration of utilities in calculating the base housing cost for tenants, although it is not considered for owners. Approximately half of the respondents indicated an increase in utility cost associated with their replacement residence. The basis of the increase was not detailed, therefore it could be attributed to a larger replacement dwelling, different types of heating, or additional systems. These increases thus could be attributed to personal choice or attributed to the displacement.

c. Lack of Pertinent Advisory Services

Generally, relocation personnel tend to focus on providing **comparables** or leads to replacement housing. This is clearly a requirement of the current regulations and is encouraged by the states. A majority of those interviewed indicated this was not a particularly useful service. In urban settings, this service is better provided by a local real estate company. Most **displacees** found their replacement housing through their own efforts. Several persons indicated that they needed more assistance with loan applications, general information on buying a home, negotiating a purchase price, and information regarding **home** inspections. In their opinion, truly useful advisory services were not always offered.

d. Need for a Minimum Rent-free Period

There is a variance between agencies as to the collection of rent from former owners during the **90-day** vacate period. Some states and agencies permit a rent-free period during the entire **90** days, while others begin collecting rent, usually **30** days after payment. The interviews identified only one instance where this was a significant issue, but rent collection was mentioned as a minor inconvenience by several persons. **Displacees** believed they were already being inconvenienced and subjected to other costs associated with displacement such as searching for a replacement home, and therefore it was unfair for the state to demand rent.

2. Residential Owners ■ Program Alternatives

a. Reimbursement of Increased Taxes

The State of Nebraska presently pays for increases in real estate taxes directly caused by the relocation for a three-year period. The rationale is that this time period allows for the owner to adjust and budget for the increase. Administrators report that the process is manageable.

However, taxes have traditionally not been an allowable reimbursement for homeowners. To some extent, tax rates and the value of the replacement dwelling are within the control of the ~~relocatee~~. Various states calculate real estate taxes differently, some authorizing general homestead exemptions, while other permit reductions to elderly, etc. These various methods of calculation make a uniform approach difficult.

Advantage: reimburses for a true cost which is directly attributable to the displacement.

Disadvantages: tax amounts may be difficult to determine and reimbursement increases project cost .

b. Reimbursement of Increased Utility Costs

The present program does not consider utility cost increases incurred by displaced owner-occupants as reimbursable. Such costs are a consideration for certain tenant-occupants, however. The logic for not considering these costs is that the present calculation method for replacement housing makes the **displacee** "whole". However, in certain instances, utility costs can significantly affect overall housing costs. For example, moving from a home with natural gas heating to one with oil heat could raise utility bills and affect housing costs.

Advantages: Reimburses for a true cost which may be attributable to the displacement.

Disadvantages: Increases project cost; difficult to calculate payment; significant expansion of relocation program concept.

c. Redirect Emphasis of Advisory Services More Towards the Need of the Individual

This offering is seen more as an item for greater training emphasis than a recommendation for regulatory or policy change. Advisory Assistance was always intended to serve the need of the individual after the specific need had been determined. Many states interpret Advisory Assistance to mean they need only supply a list of available replacements. Many **displacees** neither wanted nor needed such assistance. It appears, therefore, that some of the present Advisory Assistance could be better directed towards matters judged more useful, e.g., assistance with loan applications, explanation of financing options, etc.

Advantages: Better addresses the perceived requirements of those being displaced and accomplishes the broad goals of the Uniform Act.

Disadvantages: Requires a highly trained, more proactive staff of relocation personnel.

d. Minimum Rent-free Periods

FHWA could encourage all states to provide a consistent rent-free period to those displaced. While this is not a major issue, it seems to annoy some people.

Advantages: Causes the program to be uniform; may ameliorate bad feelings.

Disadvantages: Some minor income loss; may not encourage persons to expeditiously move.

B. Residential Displacees: Tenants

Residential tenants present a special problem for most displacing agencies. It is often difficult to locate replacement rental property and tenants typically have lower incomes than **owner-occupants**. However, this combination of lower income and a shortage of comparable rental units combines to cause rental subsidy payments to escalate over the **\$5,250** limit. In some states the average rental subsidy routinely exceeds the limit.

The upward creep of rental subsidy amounts and the high profile television coverage of some

large payments in Colorado heightened attention to this issue. This was the major identified relocation issue as related to tenants.

Various aspects of the relocation program may contribute to these large payments. These can be summarized as:

- The Thirty Percent Rule as it applies to determining financial means.
- a Lack of use of alternatives.
- Subsequent occupants
- Using comparability as the standard for last resort computations.

Several less significant issues also arose through interviews with **displacees** and other persons. These are also discussed below.

1. D I S C U S S I O N I S S U E S

a. **Large Payments**

High payments in and of themselves are not so much the problem as is the tendency of recipients not to use the money for housing or their failure to stay in the replacement dwelling. One example reviewed showed that for those families who rented and received their rent supplement in a lump sum, most had spent all of their money within approximately six weeks of receiving it on items such as cars, furniture, and bills. Further, it found that few tenants remain in their replacement housing for any length of time. Approximately one half of the tenants in this example were not residing in their replacement housing **7-12** months after relocation. Wider study data supports this finding. Over fifty percent of the tenants selected for interview were no longer living in the replacement property by the time the interviews were begun. It should be noted that those who continued to live in their replacement housing had opted for a downpayment and purchased their replacement.

One agency's attempt to force the expenditure of Last Resort housing funds met with marginal results. In this case, the acquiring agency required the **displacees** to pay the first six month's rent in advance as a condition of receiving a superpayment. Follow-up interviews revealed that the majority of tenants had not only spent the remaining relocation funds, but in most cases had made no plans to budget for future rent obligations after the initial six month period. Most of the

displacees were found to have moved to less expensive units once the prepaid period had expired.

b. The Thirty Percent Rule

One reason for a large number of last resort rental payments is the "**30%** rule." The rule was intended to assure available housing within the financial means of those displaced. When used to determine the "within financial means" standard, the **30%** rule sets tenants apart from owners. There is no **30%** rule for owners; the "pay the difference" approach is judged to meet the financial means test for owners. There is probably an equal percentage of owners paying in excess of thirty percent of their income for housing, but there is no consideration of income. In other words, there are two different standards in the regulations to achieve the same requirement.

Determining income for application of the **30%** rule is difficult. HUD and the local housing authorities have a difficult time accurately determining income, and it is hard to believe that highway personnel doing it on a limited basis have any more success. Essentially, cash income (legal and illegal) is impossible to trace. Gifts and other unearned income is also hard to quantify.

Another issue regards whose income is considered: does one include income earned by adult children living at home, gifts of cash from relatives, etc.? Different states use different criteria, which results in inconsistent treatment of similar situations.

The HUD **30%** rule was originally formulated to address the desired percentage of costs that housing represents when considered in long-term situations. It may work for the Section 8 programs or housing vouchers, but what is its relevance to the highway displacement issue where the subsidy is limited to **42** months? HUD is now permitting local authorities to use a higher figure (setting of minimum tenant rent) and providing for local discretion as to the definition of income. Therefore, even the basis of the Thirty Percent rule is moving.

From the practical perspective, state relocation personnel offered anecdotal evidence that much of the subsidy is not used for housing. Tenants move to less expensive units and continue to collect the vested payments, even if the installment method is used. This study's attempt to locate these tenants twelve months and more after displacement found that nearly all had moved. This is

questionable public policy and would be judged by many people as wasteful public spending.

In the long term, it appears clear that some displaced persons cannot really afford to be housed in these last resort replacement units, therefore a future displacement is fomented. It is not clear that these large payments accomplish their intended purpose other than for a very short period.

c. Lack of Use of Alternatives

The payment of these large rental subsidies is the most expedient and easiest solution for displacing agencies to implement. Any alternative to simply paying out a lump sum amount would take planning, lead time, and a greater work effort. Agencies would have to evaluate these alternatives against the present policy. This planning should emphasize a long-term, cost effective solution.

Some possible alternatives might be working with non-profit organizations to develop low income housing, providing direct loans from states for purchase of housing, providing direct landlord payments (the local housing authority could manage this for a fee), etc. These concepts would solve the housing issue better than the present system and possibly reduce overall costs.

d. Subsequent Occupants

Subsequent occupants are those who move into a dwelling unit after the initiation of negotiations for the parcel. The most likely occupant will be one with financial difficulties. Persons who could easily afford a choice in housing would not move to a project, given the short term of their occupancy.

Many agencies and states have taken steps to curtail subsequent occupants by renting for themselves any dwelling which becomes vacant at or after the initiation of negotiations. These agencies report that the practice works well.

e. Using Comparability as the Standard for Last Resort Computations

The present regulations stress that a replacement unit must be comparable to the displacement unit even if this causes the payment to exceed **\$5,250**. If **FHWA** were able to substitute a decent, safe and sanitary standard in lieu of the comparable standard, the cost of rental subsidies would decline.

In other words, rather than place a **displacee** in a home that is comparable in terms of size and number of rooms, the replacement dwelling need only be Decent Safe and Sanitary. For example, a single person in a three bedroom home may be placed in a one bedroom providing it is Decent Safe and Sanitary and meets the needs of the **displacee**. This would avoid unnecessary superpayments in those cases where it does not pose a hardship to place a person in a home that is not comparable.

f. Encourage the Use of Downpayments

The interviews conducted with **displacees** indicate that the best long term solution to housing may be to encourage home ownership, as opposed to continuing as a tenant. The present program does this but it may need to be **re-emphasized** and assisted.

Presently, states may elect to permit the **relocatee** to use their rental subsidy as downpayment or the state may authorize a set amount up to **\$5,250** for such downpayments. Both options are currently being practiced. The principle reasons that persons did not use their rental subsidy for a downpayment were an inability to obtain financing, or their lack of understanding of how to buy a home. Direct loans and increased advisory assistance may address these issues.

g. Advisory Assistance

Advisory assistance that goes beyond locating replacement property is recommended for all types of **displacees**. Residential tenants, in particular, require more information. For example, Florida project held a public meeting in which the local housing authority described their various home buying programs to **displacees**.

Other types of advisory assistance that residential tenants require are: how to purchase a home, how to apply for a mortgage, various mortgage or loan options, what services are involved in purchasing a home, what is title insurance or a home inspection and survey, and what are the benefits of a conventional home as opposed to a mobile home. In order to provide relevant advisory services of this type it is important to provide training for relocation agents on all these matters. Therefore, an important component of the advisory assistance recommendation includes training which may involve updating or developing a formal course along these lines.

2. T e n a n t O c c u p a n t s : P r o g r a m A l t e r n a t i v e s

a. Abandon or Modify Thirty Percent Rule

The thirty percent rule could be abandoned in favor of a “rent-to-rent” comparison. The rule could also be modified, for example, to consider the local average percent of income applied to housing.

Advantage: reduce cost of program.

Disadvantage: may still result in person occupying homes they cannot afford on a long-term basis.

b. Encourage States to Plan for Low Income Displacements

FHWA could require planning when large numbers of low income displacements are anticipated. This would be a formal effort and required prior to authorization of Last Resort Housing.

Advantage: would force consideration of alternative housing methods; may reduce program cost; may result in a more appropriate program.

Disadvantage: longer lead time required; more highly trained state personnel would be required.

c. Encourage States to Avoid Subsequent Occupants

The **FHWA** may wish to reemphasize the suggestion that vacant units be rented by the state subsequent to the initiation of negotiations.

Advantages: may reduce cost; avoid subsequent displacements.

Disadvantages: offsets possible future costs against definite higher present costs.

d. **Use of a Decent, Safe and Sanitary Standard as Opposed to Comparability**

FHWA could permit the use of a decent, safe and sanitary standard as opposed to requiring a comparable replacement when such comparable replacement causes the payment to exceed **\$5,250**.

Advantages: would reduce cost; appears to be a logical approach.

Disadvantages: may require legislative change; could be viewed as discriminating against elderly or poor.

C. Businesses

Three areas were identified where business relocation policy may warrant review. These were payments for Reestablishment Expenses, Search Expenses and Advisory Assistance. Of the three, Reestablishment Expenses is the most important because over **50%** of displaced businesses said they were not adequately compensated for their expenditures. Search Expenses and Advisory Assistance, although cited by some business, presented a lesser problem.

1 ■ D I S C U S S I O N I S S U E S

a. **Reestablishment Expenses**

At present **\$10,000** is the maximum amount that a business may apply for in most states. This frequently does not cover the total cost of meeting various code requirements such as providing specialized bathroom facilities and ramps for disabled citizens. Current regulations allow build-out at the replacement site to be covered only under the heading of reestablishment. The unrestricted category of moving cost presently applies only to those costs associated directly with the move and reinstallation of personal property. For businesses with code-required modifications, little is left of the **\$10,000** to apply to other costs. Other reestablishment eligible areas cited in which businesses found themselves incurring costs in excess of **\$10,000** were increased rent (**21%**), remodeling (**14%**), and signage (**9%**).

Two states were selected as part of this study because they have elected to pay reestablishment payments or closely related payments in excess of the current

statutory cap in the federal guidelines. It is interesting to note that the majority of businesses interviewed still maintained that the available reestablishment payment was insufficient to cover their out-of-pocket expense at the replacement location. One business maintained that it had incurred additional expense of **\$60,000 to \$70,000** in a state that allowed reestablishment payments more than twice the federal maximum.

The data would suggest that whatever the limit set for reestablishment payments, some businesses will spend the entire amount or more. It may therefore be prudent to impose some monetary limit for public participation in the payment. The original reasoning for the limit on reestablishment remains valid; the payment is extremely subjective based on individual business type and the personal presumption of the business operator **as** to what is needed to assure success. Therefore, some type of limit remains prudent.

b. Search Expenses

Of those who applied for reimbursement for Search costs, **78%** said that the current limit of **\$1,000** was sufficient to cover their costs. However, a number of businesses did not make a claim for Searching Expenses.

This may be a case of a breakdown in the Advisory Assistance requirement. In fact, some of the businesses interviewed expressed total ignorance of a search expense payment. An increase in the search expense cap would not appear warranted at this time, rather, emphasis on training at the agency level would serve to assure application of the current level of payment where warranted.

c. Advisory Assistance

A common complaint among business owners was that they were not compensated for their downtime, both their personal time and the loss of business to the company as a result of relocation. The recommendation is to assist businesses with better planning for their relocation. This may be in conjunction with the relocation agent or it may involve the use of the services of professional relocation firms.

a. Change Reestablishment Payment Procedures

i. Increase Reestablishment Payment Cap

The reestablishment cap of **\$10,000** is inadequate except for the smallest businesses. A legislative change would be needed to increase the amount.

Advantages: A shortfall has been observed between the costs a business incurs to reestablish and the amount of eligible funding available to offset such cost. An across-the-board increase, say, from **\$10,000** to **\$20,000**, in the reestablishment cap would relieve some of the burden to the displaced business operator.

Disadvantages: The flexibility in application necessary for the effectiveness of a payment category such as reestablishment also makes it subject to excessive claims. With a higher eligible amount of reestablishment funds, it is conceivable that significant amounts of public funds could be used to reestablish marginal businesses. Even with a doubling of the amount of reestablishment funds, many businesses would still incur unreimbursed expenses.

ii. Pay for code required improvements in a separate, uncapped category and retain the **\$10,000 cap for all other reestablishment eligibility.**

The most common reason for Reestablishment Expenses in excess of reimbursed amounts appears to be due to code-required modifications. It might be possible to target an increase of the reestablishment payment to address this issue by providing for full reimbursement of code items, while limiting all other Reestablishment Expense reimbursement to the current, capped amount.

Advantages: Most of the high cost for improvements at business replacement sites are directly resultant from government-imposed requirements. The mandated improvements usually consume a large portion of the **\$10,000** reestablishment benefit leaving little for advertising, market studies, or other costs vital to the continued success of a relocated

business. This method would pay for government-imposed changes to the replacement structure while setting aside additional funds for reestablishment. This alternative may be considered a **targeted** increase in reimbursed Reestablishment Expenses--it targets specific expenses for increase.

Based on information gathered in interviews with **displacees** and discussion with State and **FHWA** personnel, this alternative would address the most significant shortfall of the Reestablishment Payment.

Disadvantages: Some businesses will surely encounter regulation due to their size or their impact on the environment, that would effectively limit their ability to operate if forced to comply using their own resources. An uncapped category would allow such a business to continue without regard for fiscal constraint. For example, certain businesses that produce toxic air emissions or hazardous by-products have been limited by recent legislation.

However, some such non-complying organizations exist in a grandfathered status. Displacing such an organization would shift the burden of compliance to the public. Furthermore, public funds would be employed to allow aging, inefficient organizations to continue that would otherwise naturally cease to exist. Obviously, the potential cost to public projects could be greatly increased.

The present constraints on the use of moving payments have worked well. Modifications necessary for reinstallation must be directly linked with a specific item of personal property. Removing this constraint may increase spending significantly and preclude any ability to control costs.

b. Redefine Code-required Improvements as Moving Costs and Retain Present Reestablishment Payments

This approach would accomplish the same result as the above alternative, but without the need for legislation. The high cost of code-required modifications would be transferred to the uncapped moving expense category through a revision of the regulation.

Advantages: The effect of this change would be much like the situation described previously, with the same concerns. However, it could be accomplished through regulation as opposed to legislation. See 1 .b. above.

Disadvantages: The disadvantages would be similar to those discussed in 1 .b. above.

c. Simplify the Claim Process for Searching Expense Reimbursement

Among the states participating in this study, a wide variety of documentation and procedures were required of displaced businesses to claim the Search Expense payment. These varied from diary-style claims to a simple letter. **FHWA** may wish to consider a lump-sum minimum Search Cost of, say, **\$500**.

Advantages: In any displacement of a business operation, Search Costs are incurred, therefore some payment is justified. It may be administratively less costly for the state and less burdensome to the business to simply pay some small amount as a fixed payment.

Disadvantages: The total paid out nationally for Search Expenses may rise. A few businesses may receive the sum even though their actual costs were less than the fixed amount.

d. Improve Advisory Assistance Available to Displaced Businesses

This is a general statement and difficult to quantify. In the interviews of businesses conducted in participating states, several businesses pointed to difficulty that could have been prevented or mitigated through better advisory assistance. In particular, the effective use of professional services could reduce business “downtime”.

Advantages: Improved Advisory Assistance services would reduce the burden imposed on displaced businesses.

Disadvantages: Increased services and more extensive use of professional services would increase the administrative and project costs for states.

RECOMMENDATIONS

A. Residential Displacees - Owners

While four areas have been identified for discussion, none cry out for immediate action. Two of the issues - taxes and utilities - have traditionally been excluded. Given that few people see these as significant issues, it would be best to leave them for future study.

The issue of a mandated rent-free period is also viewed as a minor issue. Only one **displacee** directly objected to it. This matter might lend itself best to informal discussions between the states and their respective **FHWA** division.

The single issue that warrants implementation is a better advisory assistance delivery. The need and type of service will vary from project to project, but **FHWA** may wish to require some advance planning as to services. Such concepts as a home buyer's workshop conducted jointly by the displacing agency, and, say, the local real estate board; or a seminar on home loans might provide targeted and useful information for **displacees**.

B. Residential Displacees - Tenants

The single significant issue that **FHWA** and State personnel identified was the matter of large rental subsidy payments. However, these payments have many causes, and the solution is intertwined in both regulation and practice.

Under present regulations, **FHWA** is somewhat limited in addressing this issue. The only concrete approach is to direct a better planning effort for these types of displacement. This would require a longer project lead time and a substantially greater effort by the states.

Regulatory relief could entail a modification of the **30% Rule** or a change in the concept of using "comparable" replacements in last resort situations. Both of these would be significant adjustments in the relocation program. One approach might be to designate several states, or perhaps specific projects, to experiment with changes. These could then be reviewed to analyze the success or failure of the experiment.

C. Business Displacements

Overall, most business owners believed payments received for moving expenses were sufficient to cover costs, while available reestablishment payments were believed to be insufficient.

While there are several suggestions for remedying the shortfall of the reestablishment limit, some limit appears warranted. Alternatives without any limits appear to expose the public to potentially huge costs. Therefore, **FHWA** may wish to seek legislative changes that would permit adjustment to the ceiling of reestablishment payment to at least match inflation. **FHWA** could also grant some leeway to states to set their own reestablishment cap, much like what is done with the residential fixed move payment.

The remaining business issues appeared minor. Although most felt search expenses were adequate, a large percentage were either unaware of this benefit or did not choose to apply for it. Some of the businesses expressed a loss of business or profitability in the short term. This would be expected in any business relocation. We see these problems most easily mitigated through proper application of advisory assistance and available reestablishment funding.

As was found to be the case in residential relocation, and would appear more understandable and common in business situations, the businesses usually located the replacement site through their own efforts. A few respondents indicated that they had received no offer of assistance. Eighty-one percent of the businesses stated they were allowed sufficient time to relocate, and nearly all of the businesses reported that their claims for relocation expense were processed in a timely manner. Only a small percentage of the businesses selected for interview could not be located which may indicate that the displacement adversely affected the business.

APPENDIX

1. Quantitative Results of Questionnaires
2. Questionnaires Used by Interviewers
3. Bibliography

Quantitative Results of Questionnaires - Owners

Thirty-nine residential owners were interviewed. Although percentages add up to ~~100%~~, they do not always include all those interviewed because not all families responded to a given question.

Q1. DID YOU INCUR ANY COSTS IN CONNECTION WITH YOUR RELOCATION WHICH WERE NOT REIMBURSED?

YES	NO	FORGOTTEN	TOTALS
18	19	2	39
46%	49%	5%	100%

Q2. HAVE YOU INCURRED ADDITIONAL COSTS AT YOUR REPLACEMENT PROPERTY FOR HIGHER REAL ESTATE TAXES OR HIGHER UTILITY COSTS THAN THOSE INCURRED AT THE ACQUIRED PROPERTY?

	HIGHER
TAXES	15
UTILITIES	13

Q3. IF HIGHER COSTS WERE INCURRED, WHAT WERE THEY FOR AND APPROXIMATELY HOW MUCH PER YEAR?

For those who gave a dollar amount, the average increase in taxes amounted to **\$484** per year, while **utilites** increased **\$434**.

Q4. DID YOU RECEIVE YOUR PAYMENT IN A TIMELY MANNER?

Thirty-seven respondents answered yes, one said no and one was uncertain.

Q5. WERE YOU OFFERED ASSISTANCE BY THE DISPLACING AGENCY IN FINDING A REPLACEMENT PROPERTY?

All respondents said they were offered assistance.

Q6. DID YOU ACCEPT THE DISPLACING AGENCIES OFFER OF ASSISTANCE?

Nineteen families said yes and **20** said no.

Q7. WHAT ASSISTANCE WAS FURNISHED?

Replacement Property	17
Information	2
Transportation	1
N/A or None	15

Responses add up to more than **19** because more than one selection could be made.

Q8. DID YOU LOOK AT ANY OF THE HOUSING SUGGESTED BY THE DISPLACING AGENCY?

YES	NO
22	12
65%	35%

Q9. DID YOU OBTAIN YOUR REPLACEMENT HOUSING THROUGH YOUR OWN EFFORTS OR THROUGH THE ASSISTANCE OF THE DISPLACING AGENCY?

OWN EFFORTS	AGENCY EFFORTS
30	9
77%	23%

Q10. WERE YOU ADVISED OF ANY ALTERNATIVES WHICH YOU MIGHT BE ELIGIBLE FOR? FOR EXAMPLE, WERE YOU ADVISED THAT YOU COULD RENT RATHER THAN PURCHASE AND POSSIBLY BE ELIGIBLE FOR A RENT SUPPLEMENT?

YES	NO	DO NOT REMEMBER
28	6	5
72%	15%	13%

Q11. WERE YOU ALLOWED SUFFICIENT TIME TO FIND A REPLACEMENT PROPERTY AND TO RELOCATE?

YES	NO
31	8
79%	21%

Q12. WERE YOU ABLE TO SIGNIFICANTLY UPGRADE YOUR HOUSING?

YES	34
NO	1
SAME	3
UNKNOWN	1

Q13. OVERALL, DO YOU BELIEVE THAT YOU WERE TREATED FAIRLY BY THE DISPLACING AGENCY IN CONNECTION WITH YOUR RELOCATION?

YES	NO
36	3

Q14. DO YOU HAVE ANY COMMENTS RELATIVE TO HOW YOUR RELOCATION WAS HANDLED OR SUGGESTIONS AS TO WHAT MORE COULD HAVE BEEN DONE BY THE DISPLACING AGENCY?

Eight respondents felt very positively about the experience. The following suggestions were made:

- Felt pressured to move. Bought a mobile home as a result and not satisfied with it.
- Recommend agency work with realtors and funds. **Displacee** lost a home wanted.
- Took too long from beginning of project to end (**6 yrs.**) Didn't make repairs, property value went down.
- Needed more time to relocate.
- Nothing more could have been done
- Back rent withheld from **RHP**

Quantitative Results of Questionnaires - Tenants

Fifty eight questionnaires were attempted. Of these, **29 displacees** could not be located for interviews because they had either moved or they were not at home. Interviews were carried out for the **remaining 29** tenants.

- Q1.** DID YOU INCUR ANY COSTS IN CONNECTION WITH YOUR RELOCATION WHICH WERE NOT REIMBURSED?

YES	NO	UNKNOWN	TOTALS
7	20	2	29
24%	69%	7%	100%

- Q2.** IF ADDITIONAL COSTS WERE INCURRED, WHAT WERE THEY FOR AND WHAT WAS THE AMOUNT OF THE ADDITIONAL COSTS?

Of the 6 families who said they had incurred additional costs as a result of relocating, 4 did not know what these costs were for while 3 families said they were for utility deposits.

- Q3.** DID YOU RECEIVE YOUR PAYMENTS IN A TIMELY MANNER?

All respondents felt they received their payment in a timely manner. One **displacee** identified one month as the time it took. There was no reference as to whether or not this was considered timely.

- Q4.** WERE YOU OFFERED ASSISTANCE BY THE DISPLACING AGENCY IN FINDING A REPLACEMENT PROPERTY?

All but 3 families could recall being offered assistance.

- Q5.** DID YOU ACCEPT THE DISPLACING AGENCIES OFFER OF ASSISTANCE?

Nine respondents did not accept help while **15** did accept assistance. The exception was the family who were not offered help.

- Q6.** WHAT ASSISTANCE WAS FURNISHED?

Fourteen respondents who accepted help cited replacement housing as the

single type of assistance offered. One other family said monetary assistance was provided. All others said no help was provided.

Q7. DID YOU LOOK AT ANY OF THE HOUSING SUGGESTED BY THE DISPLACING AGENCY?

YES	NO	NOT APPLICABLE	TOTALS
11	12	6	29
38%	41%	21%	100%

Q8. DID YOU OBTAIN YOUR REPLACEMENT HOUSING THROUGH YOUR OWN EFFORTS OR THROUGH THE ASSISTANCE OF THE DISPLACING AGENCY?

Only 5 of the **28** respondents found their replacement property with the help of the agency although one family credited the agency with referring them to a real estate agency. All others found their replacement housing through their own efforts.

Q9. WERE YOU ADVISED OF ANY ALTERNATIVES WHICH YOU MIGHT BE ELIGIBLE FOR? FOR EXAMPLE, WERE YOU ADVISED AS TO ELIGIBILITY FOR A DOWN PAYMENT AS AN ALTERNATIVE TO THE RENT SUPPLEMENT?

Twenty five respondents remember being advised of eligibility for a down payment while 4 could not remember.

Q10. WERE YOU ALLOWED SUFFICIENT TIME TO FIND A REPLACEMENT PROPERTY AND RELOCATE?

All respondents said they were given sufficient time.

Q11. WERE YOU ABLE TO SIGNIFICANTLY UPGRADE YOUR HOUSING?

Twenty six respondents said they had significantly upgraded their housing although 1 said no and 2 said the replacement property was the same quality.

Q12. WAS THE RENT SUPPLEMENT PAID TO YOU IN A LUMP SUM AT THE TIME OF RELOCATION OR WAS IT DISBURSED IN PERIODIC PAYMENTS?

All respondents were paid in a lump sum.

Q13. DID YOU USE THE RENT SUPPLEMENT FOR HOUSING?

All **displacees** said the money was spent for housing except 1 who said only some was.

Q14. HOW WILL YOU HANDLE THE INCREASED RENT YOU ARE PAYING FOR YOUR REPLACEMENT HOUSING AFTER THE EXPIRATION OF THE 42 MONTHS?

The majority of families were unaffected because they purchased. Of those who might be affected the responses were:

Working	1
Moved	2
No problem	4
Was a problem	2

Q15. IF YOU HAD BEEN DETERMINED TO BE ELIGIBLE FOR GOVERNMENT SUBSIDIZED HOUSING, WOULD YOU HAVE PREFERRED SUBSIDIZED HOUSING IN LIEU OF THE RENT SUPPLEMENT?

YES	NO	POSSIBLY	NO RESPONSE	NOT ELIGIBLE	TOTAL
5	20	1	2	1	29

The majority said no with one person saying “no way.” Another said they might consider it while one person explained they were not eligible.

Q16. OVERALL, DO YOU BELIEVE THAT YOU WERE TREATED FAIRLY BY THE DISPLACING AGENCY IN CONNECTION WITH YOUR RELOCATION?

All **displacees** responded affirmatively to this question with only one person suggesting ambivalence.

Q17. DO YOU HAVE ANY COMMENTS RELATIVE TO HOW YOUR RELOCATION WAS HANDLED OR SUGGESTIONS AS TO WHAT MORE COULD HAVE BEEN DONE BY THE DISPLACING AGENCY?

Most did not have any further comments to make. Of those who did have comments, the following were noted:

- One felt they should have moved the road instead of the occupant as he did not want to move in the first place.
- Another person felt they should have received more money.
- Two families were very pleased overall with the process.
- Inconsistent answers on move
- Confusing process
- Never sure of date needed to move by.

Q18. IF TENANT MOVED FROM PROPERTY THEY WERE ORIGINALLY RELOCATED INTO, WHAT WERE THE REASONS FOR SUBSEQUENT MOVE?

Of the families who moved, two moved on to homes with lower rent while another moved to a larger dwelling when a family member joined them. Another respondent wanted to move to the country. The vast majority of those who subsequently moved could not be located.

Quantitative Results of Questionnaires, - Businesses

Eighty-eight businesses were interviewed. Although percentages add up to **100%**, they do not always include all those interviewed because not all businesses responded to a given question.

Q1. WAS THE PAYMENT YOU RECEIVED FOR MOVING EXPENSES SUFFICIENT TO COVER ALL MOVING COSTS INCURRED?

YES	NO	NA
62	9	15
72%	11%	17%

Q2. IF NOT SUFFICIENT, WHAT ADDITIONAL MOVING COSTS DID YOU INCUR?

Ten respondents cited examples to answer this question. This means 2 people who said funds were sufficient then said there were areas they found they incurred additional costs.

- phone/computer
- own labor
- move costs based on inventory only, not actual
- unknown **(2)**
- moving previously stored items
- downtime
- moving sheds
- move **(2)**

Q3. WAS THE PAYMENT YOU RECEIVED FOR BUSINESS REESTABLISHMENT EXPENSES SUFFICIENT TO COVER REESTABLISHMENT EXPENSES INCURRED?

YES	NO	N/A
20	41	19
25%	51%	24%

Q4. IF IT WAS NOT SUFFICIENT, WHAT ADDITIONAL BUSINESS REESTABLISHMENT EXPENSES DID YOU INCUR?

For those who gave an amount the average uncovered costs were: **\$203,700** divided by 11 = **\$18,518**.

HANDICAP	3
SIGNAGE	4
RENT	9
DOWNTIME	2
REMODELING	6
OTHER/UNKNOWN	18

Q5. WAS THE PAYMENT YOU RECEIVED FOR SEARCHING EXPENSES SUFFICIENT TO REIMBURSE YOU FOR COSTS INCURRED IN SEARCHING FOR A REPLACEMENT PROPERTY?

YES	NO
29	8
78%	22%

(23 displaced who moved under actual costs did not claim Searching Expenses)

Q6. IF IT WAS NOT SUFFICIENT, HOW MUCH ADDITIONAL COSTS DID YOU INCUR IN SEARCHING FOR A REPLACEMENT PROPERTY?

Four people responded to this question with dollar amounts. These were:

\$2,000
\$2,000
\$3,000
\$40

Two others noted they lost time and another said they had air fares that were not covered. Seven others said they were not informed of or did not claim search

costs.

Q7. WERE YOU OFFERED ASSISTANCE IN FINDING A REPLACEMENT BUSINESS LOCATION BY THE DISPLACING AGENCY?

YES	NO	DON'T KNOW
53	10	5
78%	15%	8%

Q8. WHAT ASSISTANCE WERE YOU FURNISHED BY THE DISPLACING AGENCY?

REPLACEMENT PROPERTY	12	19%
NONE	39	60%
CLAIMS INFORMATION	3	5%
UNKNOWN	8	13%
FINANCIAL	2	3%

Q9. DID YOU LOCATE YOUR REPLACEMENT SITE THROUGH YOUR OWN EFFORTS OR THROUGH THE ASSISTANCE OF THE DISPLACING AGENCY?

OWN EFFORTS	AGENCY	OTHER (INCL. N/A)
74	3	7
88%	4%	8%

Q10. WERE YOU ALLOWED SUFFICIENT TIME TO FIND A REPLACEMENT LOCATION AND TO RELOCATE YOUR BUSINESS?

YES	NO
70	16

81%	19%
-----	-----

Q11. AFTER FILING YOUR CLAIMS FOR RELOCATION EXPENSES HOW LONG WAS IT BEFORE YOU RECEIVED YOUR PAYMENTS?

PROMPT	SEVERAL WEEKS	SEVERAL MONTHS	UNKNOWN
64	10	9	3
74%	12%	10%	3%

Q12. IF YOU CLAIMED THE PAYMENT IN LIEU OF MOVING EXPENSES, HOW DID THIS PAYMENT COMPARE WITH THE ACTUAL COSTS YOU INCURRED IN RELOCATING YOUR BUSINESS?

PAYMENT MORE THAN	PAYMENT LESS THAN	ADEQUATE PAYMENT
4	7	11
18%	32%	50%

Q13. OVERALL, DO YOU BELIEVE THAT YOU WERE TREATED FAIRLY BY THE DISPLACING AGENCY IN CONNECTION WITH YOUR RELOCATION?

YES	NO	DOES NOT KNOW
71	12	4
82%	14%	5%

Q14. DO YOU HAVE ANY COMMENTS RELATIVE TO HOW YOUR RELOCATION WAS HANDLED, OR SUGGESTIONS AS TO WHAT MORE COULD HAVE BEEN DONE BY THE DISPLACING AGENCY?

Downtime	7
Expenses not covered	2
Reestablishment insufficient	5
Search Insufficient	1
Uninformed	3
Conflict with agency	6
Needed more time	2
Rumors/ felt uninformed	1
Prepayment needed for expenses	2
Better off from relocation	1
Lost business	12
Unhappy property access	2
Happy	3
Lag on project after relocation	2

RESIDENTIAL RELOCATEE QUESTIONNAIRE (OWNER)

State: _____

Project#: _____

Parcel#: _____

Relocatee Name(s): _____

New Address: _____

Old Address: _____

Date Moved: _____

Contact Name: _____

Phone No(s): _____

RELOCATION PAYMENTS RECEIVED

RHP: _____

Moving Expenses/Schedule: _____

Interest Differential: _____

Actual Costs: _____

Incidental Expenses: _____

Other Payments: _____

1. Did you incur any costs in connection with your relocation which were not reimbursed?
2. Have you incurred additional costs at your replacement property for higher real estate taxes or higher utility costs than those incurred at the acquired property?
3. If higher costs were incurred, what were they for and approximately how much per year?
4. Did you receive your payment in a timely manner?
5. Were you offered assistance by the displacing agency in finding a replacement property?
6. Did you accept the displacing agency's offer of assistance?

7. What assistance was furnished?
8. Did you look at any of the housing suggested by the displacing agency?
9. Did you obtain your replacement housing through your own efforts or through the assistance of the displacing agency?
10. Were you advised of any alternatives which you might be eligible for? For example, were you advised that you could rent rather than purchase and possibly be eligible for a rent supplement?
11. Were you allowed sufficient time to find a replacement property and to relocate?
12. Were you able to significantly upgrade your housing?
13. Overall, do you believe that you were treated fairly by the displacing agency in connection with your relocation?
14. Do you have any comments relative to how your relocation was handled or suggestions as to what more could have been done by the displacing agency?

Remarks:

Interviewed by:_____

Date:_____

BUSINESS RELOCATEE QUESTIONNAIRE

State:	_____
Project#:	_____
Parcel#:	_____

BUSINESS INFORMATION:

Business Name: _____

New Address: _____ Old Address: _____

Type of Business: _____ Contacted/Title: _____

Date Moved: _____ Phone#: _____

RELOCATION PAYMENTS RECEIVED

Searching Expenses: _____ Moving Expenses: _____

Reestablishment Expenses: _____ In-Lieu Payment: _____

Other payments: _____

1. Was the payment you received for moving expenses sufficient to cover all moving costs incurred?
2. If not sufficient, what additional moving costs did you incur?
3. Was the payment you received for business reestablishment **expenses** sufficient to cover **reestablishment** expenses incurred?
4. If it was not sufficient, what additional business reestablishment expenses did you incur?
5. Was the payment you received for searching expenses sufficient to reimburse you for costs incurred in searching for a replacement property?
6. If it was not sufficient, what additional costs did you incur in searching for a replacement property?
7. Were you offered assistance in finding a replacement business location by the

displacing agency?

- 8.** What assistance were you furnished by the displacing agency?
- 9.** Did you locate your replacement site through your own efforts or through the assistance of the displacing agency?
- 10.** Were you allowed sufficient time to find a replacement location and to relocate your business?
- 11.** After filing your claims for relocation expenses how long was it before you received your payments?
- 12.** If you claimed the payment in lieu of moving expenses, how did this payment compare with the actual costs you incurred in relocating your business?
- 13.** Overall, do you believe that you were treated fairly by the displacing agency in connection with your relocation?
- 14.** Do you have any comments relative to how your relocation was handled, or suggestions as to what more could have been done by the displacing agency?

Remarks:

Interviewed by: _____

Date: _____

RESIDENTIAL RELOCATION QUESTIONNAIRE (TENANT)

State:	_____
Project#:	_____
Parcel#:	_____

Relocatee Name(s): _____

New Address: _____

Old Address: _____

Contact Name: _____

Date Moved: _____

Phone No(s): _____

RELOCATION PAYMENTS RECEIVED

Moving Expenses/Schedule: _____

Down Payment: _____

Actual Costs: _____

Rent Supplement: _____

Other Payments: _____

1. Did you incur any costs in connection with your relocation which were not reimbursed?
2. If additional costs were incurred, what were they for and what was the amount of the additional costs?
3. Did you receive your payments in a timely manner?
4. Were you offered assistance by the displacing agency in finding a replacement property?
5. Did you accept the displacing agencies offer of assistance?
6. What assistance was furnished?
7. Did you look at any of the housing suggested by the displacing agency?
8. Did you obtain your replacement housing through your own efforts or through the assistance of the displacing agency?
9. Were you advised of any alternatives which you might be eligible for? For example, were you

advised as to eligibility for a down payment as an alternative to the rent supplement?

10. Were you allowed sufficient time to find a replacement property and relocate?
11. Were you able to significantly upgrade your housing?
12. Was the rent supplement paid to you in a lump sum at the time of relocation or was it disbursed in periodic payments?
13. Did you use the rent supplement for housing?
14. How will you handle the increased rent you are paying for your replacement housing after the expiration of the **42** months?
15. If you had been determined to be eligible for government subsidized housing, would you have preferred subsidized housing in lieu of the rent supplement?
16. Overall, do you believe that you were treated fairly by the displacing agency in connection with your relocation?
17. Do you have any comments relative to how your relocation was handled or suggestions as to what more could have been done by the displacing agency?
18. If tenant moved from property they were originally relocated into, what were the reasons for subsequent move?

Remarks:

Interviewed by: _____

Date: _____

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